

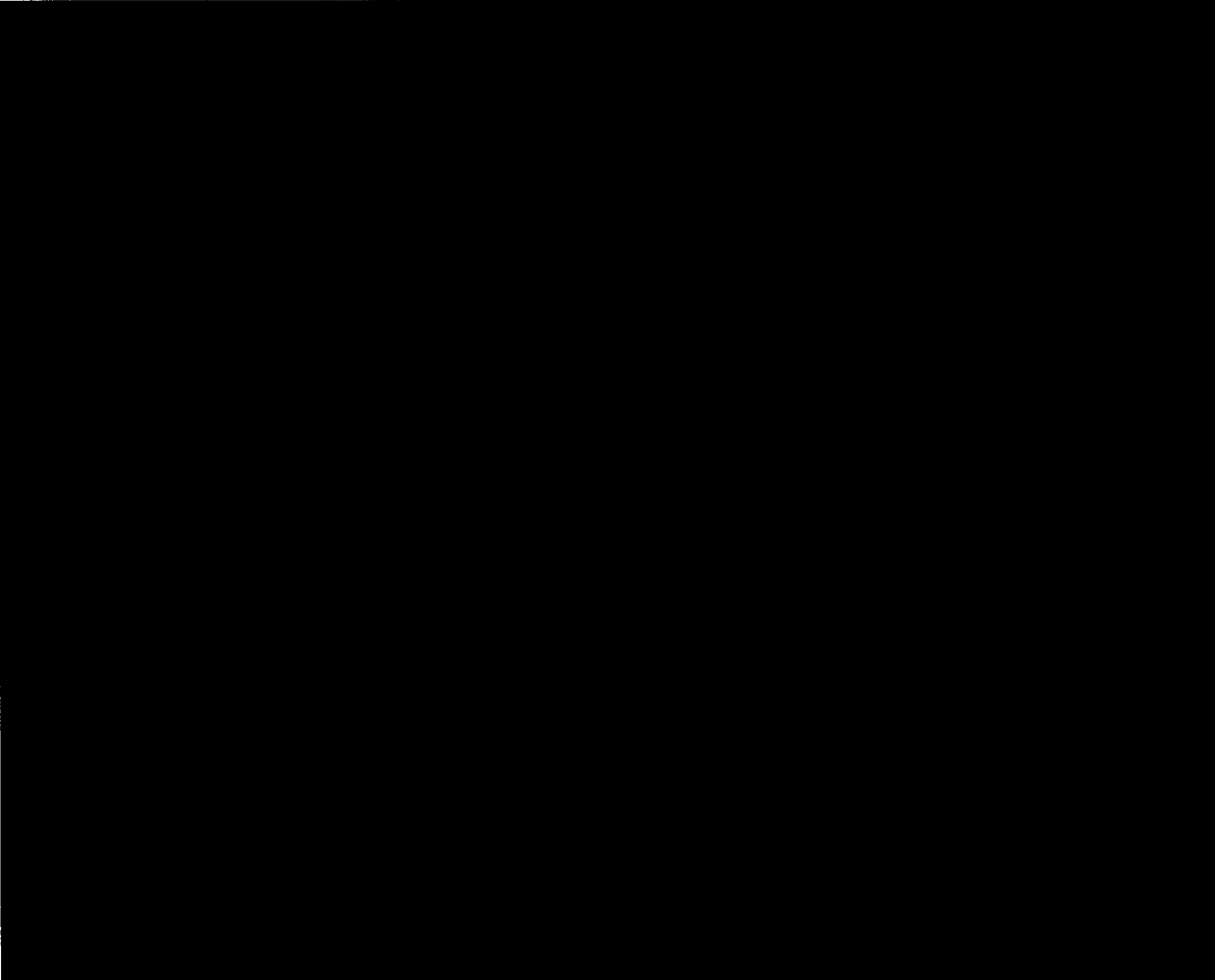
REDACTED - FOR PUBLIC INSPECTION

ELLSWORTH COOPERATIVE TELEPHONE ASSOCIATION (SAC 351157)

FCC FORM 481

PROGRESS REPORT ON SERVICE QUALITY IMPROVEMENT PLAN

LINE 112 – FIVE YEAR PLAN OR PROGRESS REPORT



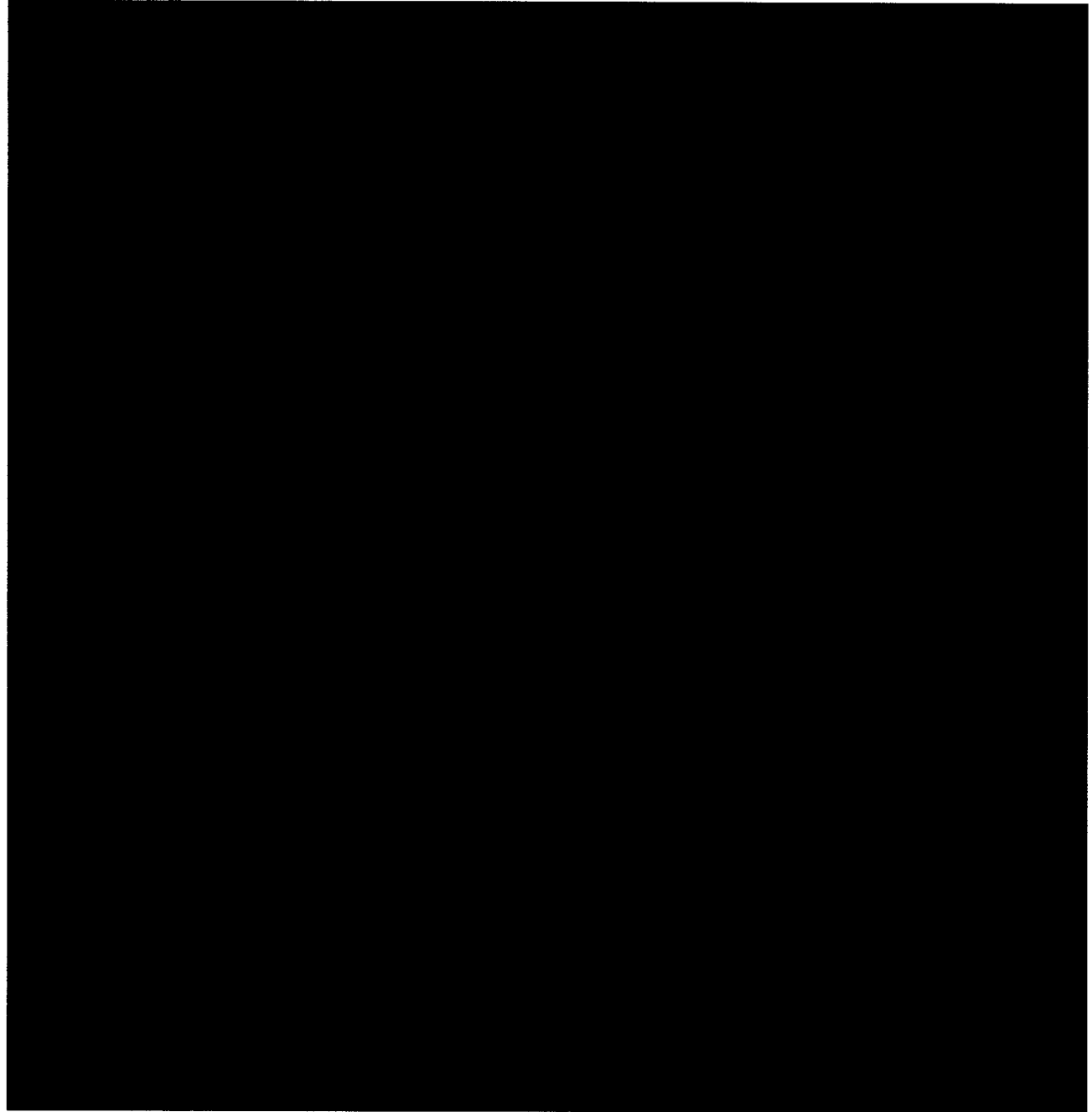
LINE 113 – MAPS DETAILING PROGRESS TOWARDS MEETING PLAN TARGETS



¹ Pursuant to Section 54.313(a) of the Commission's Rules "States that desire eligible telecommunications carriers to receive support pursuant to the high-cost program must file an annual certification with the Administrator and the Commission stating that all federal high-cost support provided to such carriers within that State was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended."

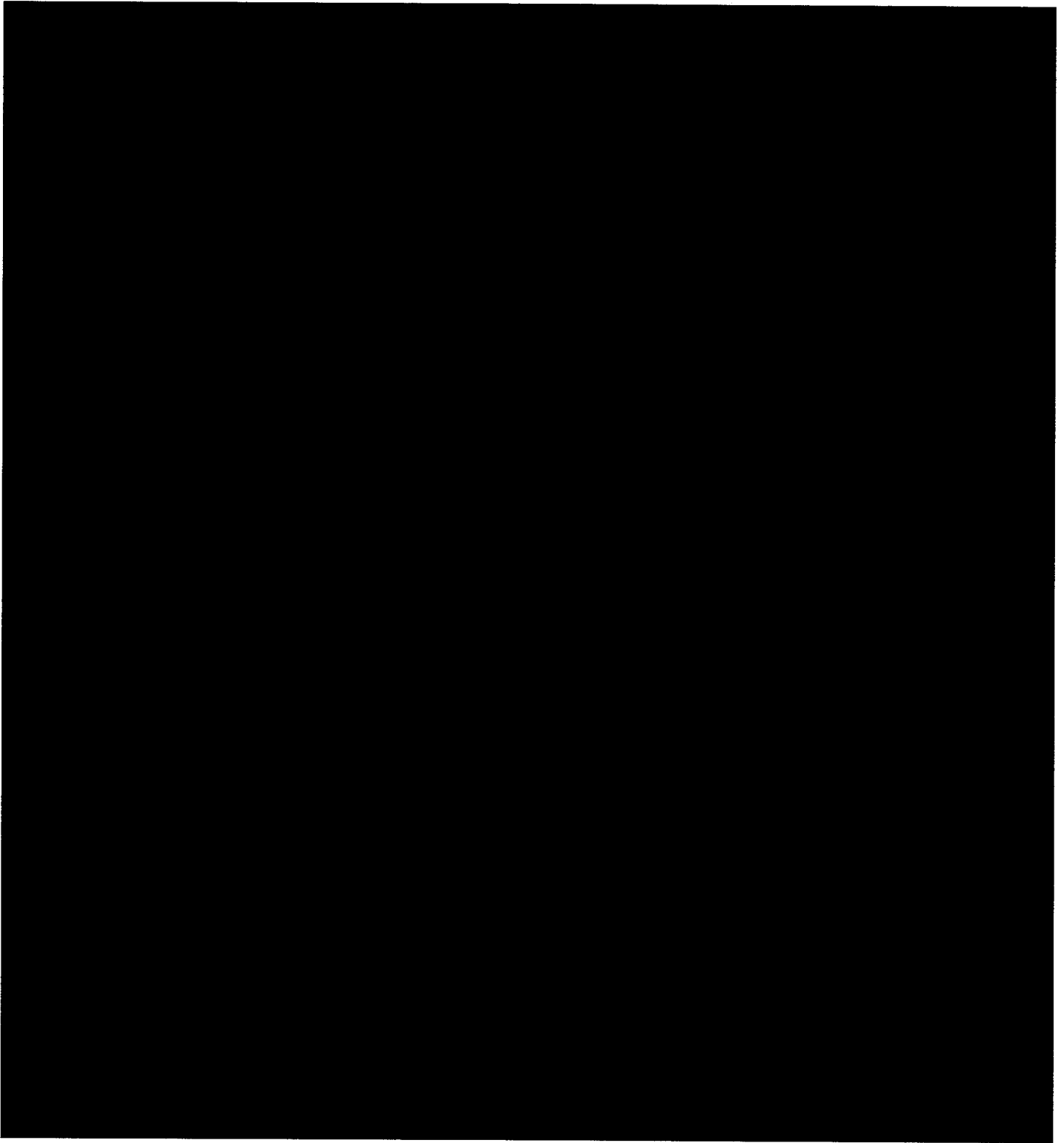
LINE 114 thru 117 UNIVERSAL SERVICE

The Company Has Used and Will Use Universal Service Support Only for the Intended Purposes

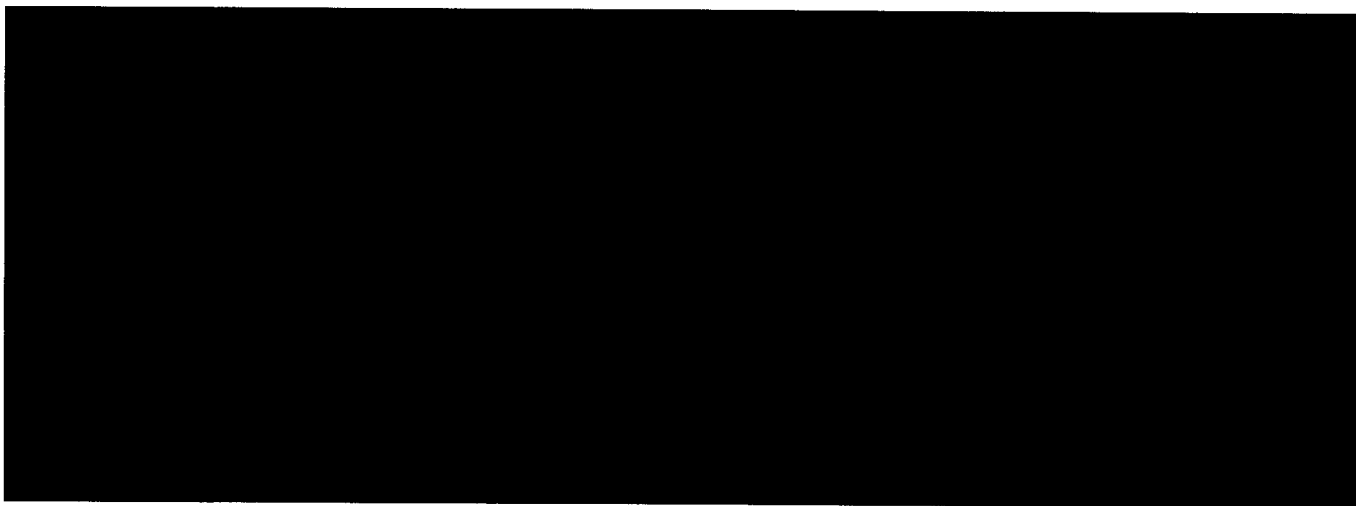


2 47 U.S.C. § 254(e)
3 47 C.F.R. § 54.314(b)
4 See *USF/ICC Transformation Order* at Para. 612.
5 *Id.*

REDACTED - FOR PUBLIC INSPECTION



REDACTED - FOR PUBLIC INSPECTION



REDACTED - FOR PUBLIC INSPECTION

**ELLSWORTH COOPERATIVE TELEPHONE ASSOCIATION (SAC 351157)
FCC FORM 481 - PROGRESS REPORT ON SERVICE QUALITY IMPROVEMENT
PLAN**

ATTACHMENT A

Ellsworth Coop Assn

351157

Buckeye

Kamrar

Ellsworth

Jewell

Radcliffe

Garden City

Randall

Google earth

© 2015 Google



7 mi

SAC: 351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

1. Ellsworth Coop Assn (Company) will provide service on a timely basis to requesting customers within the Company's designated service area where the Company's network already passes the potential customers premises, and
2. The Company will provide service, within a reasonable period of time, if the potential customer is within the Company's designated service area but outside the Company's existing network coverage, if the service can be provided at reasonable cost by:
 - a. Modifying or replacing the requesting customers equipment.
 - b. Adjusting network or customer facilities.

3. Service Quality Standards

The Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no addition charge to end users.
- Provides access to the emergency services provided by local government or other public safety organization, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
 - Answer all incoming calls promptly.
 - Respond to all inquiries for information promptly and courteously.
 - Investigate thoroughly all customer complaints.
 - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

SAC: 351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

4. Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

SAC: 351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 610 Description of Functionality in Emergency Situations

Ellsworth Coop Assn has:

- Established reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, or from fire, storm, or acts of God including provisions for emergency power that provide:
 - A minimum of four hours of battery service in each central office.
 - A permanently installed power unit in exchanges, or
 - Mobile power units that can be delivered on short notice and which can be readily connected in offices without installed emergency power facilities.
- Informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service.

SAC: 351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 1010 Descriptive document for Voice Services Rate Comparability

Line 1010 – Description of Voice Services Rate Comparability: Provide a detailed description of how your pricing of fixed voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10).

On April 5, 2016 the Wireline Competition Bureau announced results of the Urban Rate Survey for Voice Services as part of FCC Public Notice DA 16-362. Referenced in this public notice are the results required to meet the rate comparability as noted:

“Based on the survey results, the reasonable comparability benchmark for voice services is \$41.07.”³

³ Id. at 17694, para. 84.”

As required Ellsworth Coop Assn hereby certifies that its current fixed voice services for residential subscribers as defined in the USF/ICC Transformation Order is below \$41.07.

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SAC: 351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 1030 Descriptive document for Broadband Service Rate Comparability

Line 1030 – Description of Broadband Service Rate Comparability: Provide a detailed description of how your pricing of a Broadband service meeting the Commission's Public Interest Obligations is no more than the applicable benchmark, as published annually by the Wireline Competition Bureau, pursuant to 47 C.F.R. § 54.313(a)(12).

On April 5, 2016 the Wireline Competition Bureau announced the results of the Urban Rate Survey for Broadband Service as part of FCC Public Notice DA 16-362. Referenced in this public notice are the results required to meet the rate comparability as noted:

"Based on the survey results, the reasonable comparability benchmark calculations for broadband services can be calculated at <http://www.fcc.gov/encyclopedia/urban=rate-survey-data>."

As required Ellsworth Coop Assn hereby certifies that it offers a Broadband service to residential subscribers at pricing that is no more than the applicable benchmark rate.

SAC: 3351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

Lifeline Terms and Conditions

1. Ellsworth Coop Assn (Company) offers lifeline program-supported service to qualified low-income residential consumers for one telephone line per eligible household. The lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone service. Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll Blocking is available to eligible consumers at no cost. Also, by choosing the option, consumers are usually not charged a deposit.

Lifeline Program Eligibility Information

Program Based Eligibility

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

Low Income Home Energy Assistance Program (LIHEAP)

Federal Public Housing Assistance (Section 8)

Supplemental Nutrition Assistance Program (SNAP)

Medicaid

National School Lunch Program (NSLP) and receives lunch through the program

Supplemental Security Income (SSI)

Temporary Assistance for Needy Families (TANF)

Lifeline applicant must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying program; notice letter of participation in a qualifying program; program participation documents; or another official document evidencing the consumer's participation in a qualifying program.

Income Based Eligibility

In addition, consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines.

2015 Federal Poverty Guidelines – 135%

<u>Household Size</u>	<u>48 Contiguous States and D.C.</u>
1	\$ 15,890
2	21,506
3	27,122
4	32,738
5	38,354
6	43,970
7	49,586
8	55,202
For Each Additional Person, Add	5,616

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

SAC: 3351157
 State: IA
 Ellsworth Coop Assn
 Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

Lifeline Terms and Conditions (Continued)

Lifeline Program Eligibility Information (Continued)

Recertification of Lifeline Eligibility

Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

Additional Lifeline Program Information

The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline Program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

2. The Local services for (Company) that serve as its Lifeline Plans are in Compliance with the Essential telecommunications service as specified in North Dakota Chapter 49-21 4.c as follows:
 - C. Primary flat rate residence basic telephone service including the following service elements:
 - 1) Billing and collecting of the telecommunications company's charges for the service
 - 2) Primary directory listing
 - 3) Access to assistance
 - 4) Access to emergency 911 service and emergency operator assistance in the local exchange areas in which emergency 911 service is not available
 - 5) Except as provided in section 49-02-01.1, mandatory, flat-rate extended area service to designated nearby local exchange areas.
 - 6) Transmission service necessary for the connection between the end user's premises and the local exchange central office switch including a trunk connection that has inward dialing and necessary signaling service such as touchtone used by end users for service.
3. The Company's flat rate plans include unlimited local exchange calling including usage to designated nearby local exchange areas. The flat rate plans do not include any toll usage. The rates for any toll usage are determined by the rate plans of the Toll Provider(s) that are selected by lifeline end users.
4. The Company has met and will meet the requirements of eligible telecommunications carrier advertising. This includes:
 - a. A full description of available services in the Company's Official telephone directory, including the process to be used by customers to qualify for lifeline and link-up service.
 - b. Advertising of the available universal service in media of general circulation in the Company's designated service area. Availability may be advertised in newspapers, company newsletters, company or civic internet sites, bill stuffer, direct mailings, or other means intended to convey availability throughout the designated service area.
5. The specific Company terms and conditions for the Companies Lifeline Plans are set forth in pages included in Exhibit 1, attached.

REDACTED - FOR PUBLIC INSPECTION

Exhibit 1

SAC: 3351157

State: IA

Ellsworth Coop Assn

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

BY: Josh Angove Manager Ellsworth, Iowa 50075
Name Title Address

BY: Josh Angove Manager Ellsworth, Iowa 50075
 Name Title Address

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Ellsworth Cooperative
Telephone Association

SERVICES CATALOG

PART IV

Revised _____
Cancels _____

Sheet No. 34
Sheet No. _____

Filed with Board

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

	Monthly Rate
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$16.00

C. CONDITIONS

1. Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.

D. EXCHANGE SERVICE AREA

1. The Base Rate Area is the city limits of Garden City, Iowa.
2. The Exchange Service Area, outside the Base Rate Area, is shown on a map available in this office for inspection and on file with the Iowa Utilities Board.
3. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: November 1, 2014 EFFECTIVE: December 1, 2014
Date Date

BY: Josh Angove Manager Ellsworth, Iowa 50075
Name Title Address

SAC: 351157

State: IA

Ellsworth Coop Assn

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Ellsworth Coop hereby certifies that throughout 2015, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

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USDA-RUS

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.

BORROWER NAME

Ellsworth Cooperative Telephone Association

*INSTRUCTIONS-Submit report to RUS within 30 days after close of the period.
For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.*

PERIOD ENDING

December, 2015

BORROWER DESIGNATION

IA0597

CERTIFICATION

We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief.

ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.

DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII
(Check one of the following)

☐ All of the obligations under the RUS loan documents have been fulfilled in all material respects.

☐ There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report

DATE

PART A. BALANCE SHEET

USDA RUS

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BORROWER DESIGNATION

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

IA0597

PERIOD ENDING

December, 2015

INSTRUCTIONS- See RUS Bulletin 1744-2

PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS

ITEM

PRIOR YEAR

THIS YEAR

~~REDACTED - FOR PUBLIC INSPECTION~~

USDA-RUS

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

INSTRUCTIONS - See RUS Bulletin 1744-2

BORROWER DESIGNATION

IA0597

PERIOD ENDED

December, 2015

Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION

1. RATES

2. SUBSCRIBER (ACCESS LINE)

3. ROUTE MILES

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

INSTRUCTIONS - See RUS Bulletin 1744-2

BORROWER DESIGNATION

IA0597

PERIOD ENDED

December, 2015

Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION

4. BROADBAND SERVICE

Details on Least Expensive Broadband Service

EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pckg (g)	Type Of Technology (h)
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USDA-RUS
REDACTED - FOR PUBLIC INSPECTION
OPERATING REPORT FOR

TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION
LA0597

PERIOD ENDING
December, 2015

INSTRUCTIONS- See RUS Bulletin 1744-2

PART D. SYSTEM DATA

1. No. Plant Employees 2	2. No. Other Employees 1	3. Square Miles Served 91	4. Access Lines per Square Mile 6.53	5. Subscribers per Route Mile 1.43
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PART E. TOLL DATA

1. Study Area ID Code(s)	2. Types of Toll Settlements (Check one)
a. 351157	Interstate: <input checked="" type="checkbox"/> Average Schedule <input type="checkbox"/> Cost Basis
b. _____	
c. _____	Intrastate: <input checked="" type="checkbox"/> Average Schedule <input type="checkbox"/> Cost Basis
d. _____	
e. _____	
f. _____	
g. _____	
h. _____	
i. _____	
j. _____	

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OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION
IA0597PERIOD ENDING
December, 2015**PART H. CURRENT DEPRECIATION RATES**Are corporation's depreciation rates approved by the regulatory authority
with jurisdiction over the provision of telephone services? (Check one)☐

YES

☒

NO

REDACTED - FOR PUBLIC INSPECTION

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

IA0597

PERIOD ENDED

December, 2015

INSTRUCTIONS – See help in the online application.

Revision Date 2010

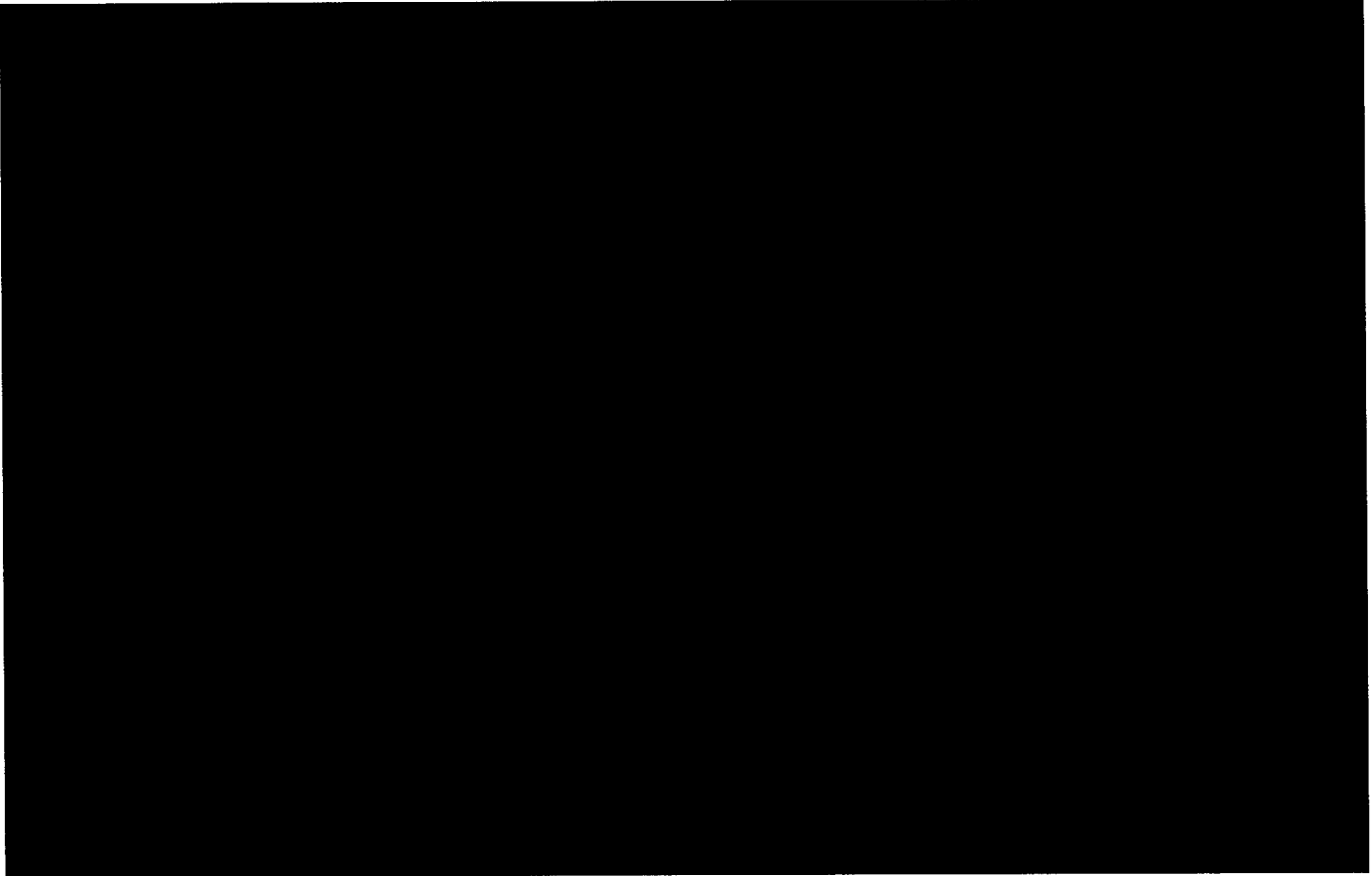
See Accountants' Compilation Report

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ELLSWORTH COOPERATIVE TELEPHONE ASSOCIATION

NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

PART I - STATEMENT OF CASH FLOWS



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<p>USDA-RUS</p> <p>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION</p> <p>IA0597</p>
<p>INSTRUCTIONS - See RUS Bulletin 1744-2</p>	<p>PERIOD ENDED</p> <p>December, 2015</p>
<p>CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	

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Operating Report Checks

Borrower Name: Ellsworth Cooperative Telephone Association

Year: 2015

Borrower ID: IA0597

Period: December

Part C: Subscriber (Access Line), Route Mile, & High Speed Data Information

Type	Check Key	Description
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Wa



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June 24, 2016

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

ATTENTION: WIRELINE COMPETITION BUREAU

RE: Form 481 ETC filing pursuant to Sections 54.313 and 54.422
SAC 351157, IA, Ellsworth Cooperative Telephone Association
Connect America Fund WC Dockets 10-90, 11-42 and 14-58

Dear Secretary Dortch:

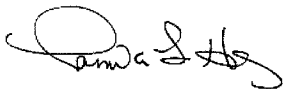
Pursuant to Sections 54.313 and 54.422 of the Commission's Rules, please accept the attached FCC Form 481 of Ellsworth Cooperative Telephone Association, MN, SAC 351157 (the "Company") for filing with the Commission.

The Company is filing the attached redacted version via ECFS.

Kindly direct any questions regarding this transmittal to the undersigned. Thank you.

Sincerely,

Pamela Hintz



Senior Telecommunications Consultant
phintz@otcpas.com
(651) 621-8535

Enclosures